

FILED UNDER SEAL

Exhibit B

Copy of AR 182

contract_ic caseid	contract_n organization	CallCenterId	erc	cas_casest	ERC_Descri	TimeCaseStarted	TimeCaseE	CaseDurati	TimeCallM
H0169	D0800225	UNITEDHE/Local CCP	31	293.4	293 Plan Call Ce	2/19/2024 14:11:50	#####	10.8	19FEB24:14
H0169	D1400487	UNITEDHE/Local CCP	31	294.1	294 LEP: Timeo	4/2/2024 14:13:00	#####	13.2	02APR24:1

callerhangl	HangUpBy	CallEnded	CallDuration	time_logst	date_logst	time_loger	date_loger	finishnote	Unprofessi	Interpreter	ctype	clanguage
#####	Resp	#####	9.3	14:11:53	#####	14:21:13	#####	was able to press option 6 for Frer			3	3
4:13:03	Intvw	#####	11.1	14:13:03	4/2/2024	14:24:11	4/2/2024	IVR did not respond to my selectic			3	4

quarter	week	phone	Assigned_cAssigned_f PLANNAME	ts0_date	ts0_time	ts1_date	ts1_time	ts2_date	ts2_time
	1	8 1-877-485- H1045	5 UHC PreferPREFERREC	#####	14:11:53			#####	14:12:05
	2	14 1-877-485- H1045	5 UHC PreferPREFERREC	4/2/2024	14:13:04			4/2/2024	14:13:18

ts3_date	ts3_time	ts4_date	ts4_time	ts5_date	ts5_time	ts6_date	ts6_time	ts7_date	ts7_time	TTY_Phone	IVR_TIME	HOLD_TIME
#####	14:12:05	#####	14:12:49			#####	14:21:21	#####	14:22:38		43	512
4/2/2024	14:13:18	4/2/2024	14:14:19	4/2/2024	14:15:54	4/2/2024	14:23:54	4/2/2024	14:26:09		101	53

LEP_HOLDTTY_HOLD_CASETYPE	MMP_Indic	INDSNP	resCallCour	dayofwk	timeofday	ZIPCODE	COUNTY	STATE	QUESTION:	QUESTION:
-1	D	0	1	1	14	33093	Broward	Florida	34	26
480	D	0	1	2	14	33093	Broward	Florida	24	27

O_LIVE2M:O_LIVE2M:O_LIVE2M:EndScreen	EndScreen:Unprofessi	INTERPRET	linesttime	lineendtime
	9		9	21
	9		9	21